



RUG AND CARPET MAINTENANCE INSTRUCTIONS

GENERAL CARE:

All of the rugs at 16TEN are handmade which means they have a long-life expectancy. However, there are a few things you can do to help ensure your rug stays in excellent condition.

Keeping your rug clean from day-to-day dirt is essential to preserve it. We recommend vacuuming your rug 2 or 3 times a week, ensuring you vacuum in multiple directions in order to remove as much of the dirt from the pile as possible. Should dirt come into contact with the pile and not be removed, the dirt acts like sandpaper against the knots and wears them away over time.

Please note, it is important your vacuum is suction only and does not have a rotary brush head since this can damage the pile unnecessarily. We also recommend that you have your handmade rug professionally cleaned at least once every 2-3 years to help maintain the condition of your rug.

16TEN can arrange for your rug to be treated with a stain protection treatment which seals each fibre and helps to avoid stains absorbing into the pile. This treatment can be applied to new or old rugs and can be done in your home so please contact us for more information.

Underlay is another great way to help with the upkeep of your rug. It not only holds the rug in place but it protects the underside of the rug from wearing away against the floor. Underlay provides great comfort underfoot and should be replaced every couple of years.

If you keep your rug in direct sunlight, then unfortunately the colours on your rug will inevitably start to fade over time. We try to use the highest quality dyes at 16TEN but even these will fade if left in direct sunlight since the sun is the most powerful energy source in the universe. Moving your rug from time to time or rotating it will reduce the risk of there being sun damage. Alternatively, there are also companies who install window treatments which protect against the sun.

WHAT SHOULD I EXPECT AFTER MY RUG IS INSTALLED:

SHEDDING:

When your rug is first installed it is normal for the rug to shed its pile for the first 6-10 weeks. This will appear as fluff on the rug face and will stop once the fibres acclimatise to their new home and environment. It is not considered a manufacturing defect. Please continue to vacuum the rug regularly and the shedding will eventually stop.

TRIMMING:

Once furniture is installed on top of the rug and people start to walk on it, it'll be inevitable that threads may come loose from the knots. This is not considered a defect and is just general wear and

tear. If it does happen, simply trim the threads with sharp scissors from the face of the rug. We are always happy to offer advice on this so please contact us if you have any questions.

I'VE SPILT SOMETHING ON MY RUG

WHAT SHOULD I DO?

1. Please get to it quickly; time is critical.
2. Keep the area wet with a sparkling water solution mixed with a small amount of fairy liquid or a soap with a neutral PH.
3. Dab and blot at the affected area to help soak up the stain.

WHAT SHOULD I NOT DO?

1. Do not scrub away at the affected area as this will cause further damage.
2. Please refrain from using general household carpet chemicals since each stain is different and reacts differently.
3. And definitely do not use White Wine to clean up Red Wine... it doesn't work and it's simply just a waste...!!

Please note, if your rug is made from cellulose fibres such as viscose, bamboo silk or banana silk you must not treat it with water as it needs to be dry cleaned. Please reach out to the 16TEN team for advice.

WHEN SHOULD I SEEK PROFESSIONAL HELP?

STAINS:

Should vomit, blood or pet urine soil your rug then we recommend removing any excess fluid you can but then leave the stain to dry naturally. These stains are often highly acidic and require chemicals to be able to remove them successfully. You should call a professional carpet cleaner to attend the stain as soon as possible in order to achieve the best results. 16TEN have cleaners that they can recommend to you.

MOTH DAMAGE

These little pests are hard to avoid and even harder to control once they are in your home. Should you suspect you have moths in your rugs then immediately vacuum the whole rug paying attention to the affected area.

You should then speak to a pest control rug cleaner who will come to your home to treat it.

Unfortunately, moth eggs cannot be seen by the human eye, so a professional treatment is required to terminate the moths and remove and unhatched eggs.